LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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February 27, 2014

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
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SUBJECT: **REQUEST TO AMEND THREE EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS TO ASSIST THE DEPARTMENT OF MENTAL HEALTH WITH DEVELOPMENT OF APPLICATIONS, DATA INTEGRATION, AND REPORTS FOR THE MENTAL HEALTH SERVICES ACT PREVENTION AND EARLY INTERVENTION PROGRAM**

This is to notify your Board of my intent to request the Los Angeles County Internal Services Department (ISD) amend the following three existing ITSSMA Work Orders: 1) Work Order No. 01-3018, formerly known as Work Order No. 01-2466, with C3G Solutions, Inc.; 2) Work Order No. 01-3021, formerly known as Work Order No. 01-2468, with Solitsys Technologies; and 3) Work Order No. 7G-3053, formerly known as Work Order No. 7G-2487, with Trinus Corporation, to increase the Total Maximum Amount by $250,484 from $979,680 to $1,230,164 and extend the Period of Performance for all three Work Orders through June 30, 2014. Work Order No. 01-3019, formerly known as Work Order No. 01-2467 was terminated effective December 7, 2013, and will be rebid. The Department of Mental Health (DMH or Department) continues to utilize the ITSSMA process to augment its technical resources required to assist the Department in the development of applications, data integration processes, and reports related to the Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) program.

In accordance with the ITSSMA guidelines, prior Board notice is required for projects that will exceed $300,000. The Board was previously advised by my office when this project exceeded the $300,000 threshold. There is no net cost to Los Angeles County (County) as funding is entirely covered by MHSA Community Services and Supports (CSS) and MHSA One-Time PEI funding. This is the final amendment of these Work Orders; there will be no future requests to extend the Period of Performance or increase the Total Maximum Amount.

BACKGROUND

In November of 2004, voters in California passed Proposition 63, now called MHSA. MHSA provides an opportunity for the Department of Mental Health (DMH) to reengineer the way it delivers mental health services, but it also requires significantly improved automated support in order to meet State and DMH data tracking and reporting requirements.

The PEI program is a vital component under the MHSA designed to provide services to priority populations never served before in the public mental health system and to meet key community mental health needs, as identified by a lengthy local planning process and documented in the Los Angeles County's State-approved PEI plan. DMH's approved plan was based on the implementation of Evidence-Based and Community-Defined Practices associated with specific focal populations and key community identified needs.

Compliance and improvements to such practices are ensured by DMH through the capturing, tracking, and evaluation of PEI outcomes data. Most PEI program outcomes center around the collection of outcome measures that assess the extent to which the practices employed achieved the intended outcome of restoring a mental health client's normal day-to-day functioning, reducing the need for further mental health intervention. Both DMH directly operated and some DMH contract providers are currently using PEI Outcome Measures Applications developed by the DMH's Chief Information Office Bureau (CIOB). As the PEI program matures, outcomes tracking for new Evidence-Based Practices are needed. The resources being requested will compliment and augment DMH's CIOB team to meet the growing demand for information technology services. The following three (3) projects, upon completion, are expected to significantly improve the automated process of capturing, tracking, and evaluating PEI outcomes data:

1. ***PEI Application Development:*** The purpose of this project is to enhance functionality to existing PEI Outcome Measures Applications and build new PEI Outcome Measures Applications that will allow for the tracking of new Evidence-Based Practice outcome scores.

2. ***PEI Data Integration Development:*** The purpose of this project is to develop automated data exchange methods to allow for the loading of contract provider records into DMH's PEI Outcome Measures Applications, eliminating the need for DMH Contract Providers to perform direct data entry into DMH systems. This is important because it is costly for DMH to host systems that are directly accessed by contract providers and inefficient for contract providers.

3. ***PEI Cognos Reports Development:*** The purpose of this project is to develop Cognos (Cognos is industry leading reporting/business intelligence software) reports from several PEI Outcome Measures Applications. The reports will be used to evaluate PEI outcomes data to ascertain treatment effectiveness and, ultimately, to provide information that can contribute to the improved health and mental health outcomes for DMH Clients. These outcome reports will also satisfy a State requirement that each County evaluate their respective PEI projects/plans and provide regular reports to the State Department of Health Care Services (DHCS), the Mental Health Services Oversight and Accountability Commission (MHSOAC), the Mental Health Commission, and any other interested stakeholders. The reports will also be used internally by DMH in quality improvement efforts.

SCOPE OF WORK

> ➤ Application Developers shall perform the following tasks:

- Develop, implement, maintain, and troubleshoot ASP.NET-based database-driven application(s).
- Perform business analysis on work processes and gather technical requirements to facilitate the development of an electronic outcomes tracking application.
- Perform systems analysis tasks such as creating entity relationship diagrams and data dictionaries.
- Fully test application(s) and provide documentation supporting test methods and results.
- Author user and technical documentation.
- Provide regular status reports on all work activity to management.
- Provide knowledge transfer of all applications developed by consultants to DMH CIOB staff.

> ➤ Integration Developer shall perform the following tasks:

- Develop Microsoft BizTalk integration processes related to PEI data.
- Define and develop interface specifications between Contract Providers and DMH's PEI Outcome Measures Applications (i.e., XML, file formats, delivery mechanism).
- Develop the data mapping and transformation rules, if necessary, to load and extract data between interface formats and the PEI outcomes database.
- Configure BizTalk Relational Database Management System adapters to load and extract data between BizTalk and the PEI outcomes database.
- Perform business analysis and requirements gathering, in collaboration with DMH staff, to understand the requirements for any new MHSA related request for interface development.
- Perform BizTalk deployments, testing, and configuration management procedures for developed processes.
- Test integration processes with both DMH and Contract Provider staff.
- Author user and technical documentation.
- Provide regular status reports on all work activity to management.
- Provide knowledge transfer of all integration processes developed by consultants to DMH CIOB staff.

> ➤ Cognos Report Developers shall perform the following tasks:

- Develop Online Analytical Processing (OLAP) applications, including reports, cubes, graphs, and dashboards using Cognos 8.x for PEI Outcome Measures Applications and claiming data for DMH.
- Perform business analysis and requirements gathering, in collaboration with DMH staff, to understand the requirements for any new requests for OLAP application development.
- Perform data validation on newly developed OLAP applications.
- Develop security groups within Cognos to limit access to newly developed reports.

- Assist DMH CIOB staff as needed in the development of database tables and/or views using T-SQL in Microsoft SQL Server and Cognos Framework Manager packages for newly developed OLAP applications.
- Advise DMH CIOB staff as needed in the development of data loading tasks using Microsoft SQL Server Integration Services to support newly developed OLAP applications.
- Author user and technical documentation.
- Provide regular status reports on all work activity to management.
- Provide knowledge transfer of all OLAP applications developed by consultants to DMH CIOB staff.

JUSTIFICATION

CIOB has an information technology project portfolio consisting of approximately ninety six (96) projects. Two of the larger projects include the implementation of DMH's Integrated Behavioral Health Information System (IBHIS) and DMH's participation in a countywide effort to implement an Enterprise Master Patient Index (EMPI). The size and complexity of DMH's PEI program alone introduces a unique need for dedicated information technology resources that are not available to CIOB today. The PEI program consists of approximately twelve (12) projects; each requiring data collection, reporting, and integration methods. DMH CIOB has built and implemented an outcomes application for one of the twelve (12) PEI projects, but requests to build additional applications for other PEI projects are being prepared rapidly. Resources are needed to develop and implement data collection applications, data integration processes, and report routines necessary to comply with State regulations. The work that will be completed by these information technology professionals will ensure that DMH complies with such regulations and that DMH has the appropriate tools in place to continue providing appropriate services to populations targeted under the PEI program. Providing application development and data reporting services is essential for the PEI program. The PEI program outcome reports, for one of the twelve (12) projects, are currently generated for DHCS and MHSOAC , and distribution to these entities is mandated by PEI regulations. Such reports are also generated for the use of quality improvement efforts, interested stakeholders, the Mental Health Commission, and the Board. Complete and accurate reporting for the entire PEI program can only be achieved if appropriate automated data collection applications are developed and in place. Contract Providers currently enter data into the first DMH PEI Outcome Measures Application through direct data entry. This is tedious for those DMH contract providers that have their own systems because with the absence of automated data interfaces these providers are forced to enter outcomes measures in their own electronic health record system and enter them again in the DMH PEI Outcome Measures Application. The Integration Developer will build important automated interface methods eliminating the need for DMH Contract Providers to perform double data entry, allowing them to direct valuable time saved to treating DMH clients.

FINANCIAL IMPACT

The consultants' hourly rate for the Work Orders extension will remain the same. The total amount of the extension for these Work Orders is $250,484, from $979,680 to $1,230,164. The Work Orders are funded by MHSA CSS and MHSA One-Time PEI funding. Funding has been allocated in the DMH Budget for Fiscal Year 2013-14.

The new maximum amount of the three (3) Work Orders is as follows:

Current Project	WO No.	Current WO Term	Current WO Maximum Amount	Requested WO Extension Period	Requested Extension Amount	New WO Maximum Amount	New Project Total
PEI Data Application Dev.	01-2467	12/18/12 - 9/9/13	$108,880.20	n/a	n/a	n/a	$108,880.20
PEI Data Application Dev.*	01-3019	9/10/13 - 12/7/13	$99,119.80	n/a	n/a	n/a	$99,119.80
PEI Data Integration Dev.	01-2466	5/7/13 - 9/9/13	$37,994.00	n/a	n/a	n/a	$37,994.00
PEI Data Integration Dev.	01-3018	9/10/13 - 5/6/14	$149,206.00	6/30/14	$110,472.00	$259,678.00	$259,678.00
PEI Cognos Reports Dev.	01-2468	1/7/13 - 9/15/13	$73,542.00	n/a	n/a	n/a	$73,542.00
PEI Cognos Reports Dev.	01-3021	9/16/13 - 5/15/14	$114,698.00	6/30/14	$79,484.00	$194,182.00	$194,182.00
PEI Application Dev.	01-2509	8/5/13 - 9/15/13	$784.00	n/a	n/a	n/a	$784.00
PEI Application Dev.	01-3024	9/16/13 - 8/4/14	$207,216.00	n/a	n/a	n/a	$207,216.00
PEI Cognos Reports Dev.	7G-2487	1/8/13 - 9/29/13	$102,320.50	n/a	n/a	n/a	$102,320.50
PEI Cognos Reports Dev.	7G-3053	9/30/13 - 2/13/14	$85,919.50	6/30/14	$60,528.00	$146,447.50	$146,447.50
Total			$979,680.00		$250,484.00	$600,307.50	$1,230,164.00

*Work Order No. 01-3019 will be rebid.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to proceed with these three (3) Work Orders. If no objection is received from your Board within two (2) weeks of this filing, we will request that ISD proceed with the execution of these Work Orders.

If you have any questions or need additional information, please contact me at (213) 738-4601, or your staff may contact Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:MM:RK:RG

c: Executive Officer, Board of Supervisors
       County Counsel
       Chief Executive Office
       Director, Internal Services Department

REVIEWED BY:

Richard Sanchez
Chief Information Officer

3-6-14
Date

PEI WO BN/V5 (02/27/14)